



Deposit Regulation Updates

Presented to Electric Utility Commission

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Overview

Austin Energy will be presenting proposed updates to the Credit Security and Deposit Regulations for customers in February, in preparation for the March City Council meeting.

Drivers for Updates

- Customer and Council feedback
- Implementation of new Tampering Security Deposit type
- Administrative clarification of regulation language



Credit Security Deposit Policy & Changes

The purpose of the Credit Security Deposit is to protect the City of Austin against financial risk in the event that a customer does not pay their utility bill.

RESIDENTIAL

Amount	\$200
Deposit Waiver Criteria	<ul style="list-style-type: none">• Meets Customer Payment Standards• Letter of Reference from a Utility• Victims of Domestic Abuse <div>New Deposit Waiver Criteria<ul style="list-style-type: none">• Enrollment in Auto Pay / E-bill• Landlord Letter of Reference• Returning Armed Forces Service Members• Tenant Relocation</div>
Transfers	Deposit may be transferred for service transfer requests. A new deposit may be required if services are being started at an additional premise.
Refund Eligibility	Meets Customer Payment Standards for 12 months or discontinues services and pays all invoices



Next Steps

- Provide in-depth overview to Electric Utility Commission and Austin Energy Utility Oversight Committee in February
- March agenda item for City Council



Thank you!